

OZARK REGION SKILLS GAP & SKILLS SHORTAGE SURVEY

June 2005

Prepared for
Missouri Career Center,
Ozark Region Springfield, Missouri

Prepared by
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Ozark Region Skills Gap & Skills Shortage Survey

1. In which county is your organization located? Check (✓) ONE box only.

77% Greene	11 % Taney	5% Christian	
2% Polk	2% Stone	2% Webster	1 % Dallas

2. Which category below best describes your organization's industry classification?

Check **d)** ONE box only.

4% Administrative, Support, and other Services	5% Leisure and Hospitality
13% Construction	18% Manufacturing
1 % Education	26% Trade (Wholesale or Retail)
10% Health Care	4% Transportation and Warehousing
19% Information/Financial/Professional/Business Services	

3a. Do you think the potential for finding qualified **skilled** employees in Southwest Missouri will improve, stay about the same, or decline over the next two to three years?

11 % Improve	65% Stay About the Same	24% Decline
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3b. Do you think the potential for finding qualified unskilled employees in Southwest Missouri will improve, stay about the same, or decline over the next two to three years?

17% Improve	67% Stay About the Same	16% Decline
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4. Over the past couple of years, what have you found to be the **top three** skill deficiencies of job applicants? Check (,,) up to three boxes only.

10% Math & Science	27% Written Communication
31 % Problem-Solving	16% Computer/Technology Skills
44% Basic Employability Skills	25% Verbal Communication
14% Reading/Comprehension	12% Vocational Skills
31 % Decision-Making	72% Character /Personal Responsibility

5. Over the past three years, have skill requirements for entry level jobs in your organization increased, decreased, or stayed about the same?

39% Increased

7% Decreased

54% Stayed About the Same

6. How would you rate the qualifications of job applicants for each of the following:	Very Good	Good	Average	Poor	Very Poor	Not Applicable
<i><u>Job Classifications</u></i>						
a. Clerical	12%	18%	57%	9%	4%	11%
b. Managerial	18%	10%	52%	8%	12%	24%
c. Professional	18%	11%	51%	7%	13%	25%
d. Sales	15%	6%	56%	8%	15%	26%
e. Technical	11%	7%	61%	11%	10%	26%
f. Skilled Trades	7%	4%	57%	10%	22%	24%
g. General Labor	8%	6%	54%	15%	17%	18%

7. In the past three years, has your organization experienced any labor shortages or employee skill deficiencies?

69% Yes (go to Question 7a, below)

31 % No (go to Question 8 on next page)

7a. Due to labor shortages or employee skill deficiencies, has your organization been prevented from: Check (✓) all that apply.

17% Expanding existing facilities in SW Missouri

12% Implementing e-business strategies

50% Maintaining production to meet demand

17% Developing new products

41 % Implementing productivity improvements

41 % Implementing quality improvement processes

12% Opening new facilities in SW Missouri

58% Expanding the number of employees or shifts

12% Upgrading production technology

8. Please indicate whether most of your employees, some of your employees, or none of your employees need improvement-in the following areas:

Basic Skills	Most	Some	None	<u>Thinking Skills</u>	Most	Some	None
Reading	8%	44%	48%	Creative Thinking	24%	68%	8%
Writing	15%	58%	27%	Decision Making	21%	75%	4%
Computation/Math	13%	59%	28%	Problem Solving	24%	71%	5%
OrConunurrication	18%	64%	18%	Willingness to Learn	16%	67%	17%
Listening	22%	63%	15%	Comprehension	8%	79%	13%
English Language	7%	34%	59%				
Soft Skills	Most	Some	None	Technical Skills	Most	Some	None
Work Attitude/Habits	29%	63%	8%	Typing/Keyboarding	9%	52%	39%
Interpersonal Relations	22%	64%	14%	Technical Language	15%	49%	36%
Minority Relations	9%	36%	55%	Basic Computer Usage	9%	59%	32%
Teamwork	17%	69%	14%	Software Competency	19%	59%	22%
Goal-Setting	35%	58%	7%	Business /Management	22%	59%	19%
Leadership	31%	63%	6%	Machine Operation	7%	40%	53%
Adaptability /Flexibility	23%	66%	11%	Skilled Trades / Crafts	11%	42%	47%
				Sales	17%	53%	30%
				Govt/Regulation Compliance	19%	37%	44%

9. What are the major skill deficiencies/shortages you *see* in job applicants or employees today?

56%-Attitude/ Character Deficiencies

- poor work ethic/attitude
- poor attendance
- unwilling to work or learn

35%-Skill Deficiencies

- communication skills
- basic life skills

10. For each of the following types of computer software, please indicate whether your organization needs a lot, some, or no additional training to use the software's full capabilities.

	A Lot	Some	None	Not Applicable
a. Word Processing	6%	48%	46%	15%
b. Spreadsheets	14%	62%	24%	14%
c. Databases	16%	57%	27%	18%
d. Operating Systems	12%	59%	29%	16%
e. Computer Languages	10%	48%	42%	34%
f. CAD Systems	23%	30%	47%	60%
g. CAM Systems	19%	24%	57%	64%
h. Presentations Software	18%	59%	23%	35%
i. Scheduling Software	13%	48%	39%	32%
j. Accounting Software	12%	55%	33%	24%
k. Industry Specific Software	15%	60%	25%	23%

11. How important is a community's K-12 educational system to your organization's decision to expand or invest in a community? Check (✓) ONE box only.

Very Important	Somewhat Important	Not Too Important	Not At All Important	Not Applicable
36%	40%	20%	4%	13%

12. Overall, would you say your area's K-12 educational system is a strength or weakness with respect to the local business environment? Check (✓) ONE box only.

Very Much a Strength	Somewhat of a Strength	Neither a Strength Nor a Weakness	Somewhat of a Weakness	Very Much a Weakness
13%	41%	31%	12%	3%

13. Overall, would you say your area's labor force is a strength or weakness with respect to the local business environment? Check (✓) ONE box only.

Very Much a Strength	Somewhat of a Strength	Neither a Strength Nor a Weakness	Somewhat of a Weakness	Very Much a Weakness
3%	35%	23%	34%	5%

14. Overall, would you say the quality of life in your area is a strength or weakness with respect to attracting and retaining workers in your organization? Check (✓) ONE box only.

Very Much a Strength	Somewhat of a Strength	Neither a Strength Nor a Weakness	Somewhat of a Weakness	Very Much a Weakness
29%	42%	13%	15%	1%

15. Which of the following Missouri Career Center programs or services has your organization used over the past 12 months? Check (✓) all that apply.

43% GreatHires.org Web site

6% Applicant Screening/Testing

1 % Rapid Response

8% Missouri Employer Committee Seminars

2% Trade Act Information

7% Labor Market Information

2% Interview Space

13% Job Fairs/Career Mornings

4% Tax Credit Information

3% Other, please specify:

16. How would you rate the effectiveness of the Missouri Career Center based on the results your organization has received?

Very Effective	Somewhat Effective	Neither Effective Nor Ineffective	Somewhat Ineffective	Very Ineffective
9%	40%	35%	11%	5%

17. Please rate your level of satisfaction with each of the following training opportunities or providers used by your organization over the past three years. Leave blank those not applicable.

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
a. Community Colleges	25%	47%	20%	8%	0%
b. Vocational/Technical Schools	23%	45%	23%	7%	2%
c. 4-Year Colleges/Universities	26%	46%	19%	7%	2%
d. Training Consortiums	5%	30%	65%	0%	0%
e. Business/Industry Associations	6%	59%	33%	2%	0%
f. Consultants	2%	26%	60%	12%	0%
g. Online/Internet Training	2%	36%	49%	13%	0%
h. Manufacturing Extensions	0%	18%	73%	9%	0%
i. Missouri Career Center	11%	49%	34%	4%	2%
j. Missouri Customized Training	6%	10%	81%	0%	3%
k. On-the-Job Training Contract	5%	23%	66%	3%	3%
l. Apprenticeship	11%	18%	68%	3%	0%
m. Unions	0%	15%	46%	12%	27%

18. During your peak employment season, what is the approximate number of full-time and part-time employees in your organization?

Full-Time: Median = 15; Range = 1 employee to 18,000 employees

Part-Time: Median = 2; Range = 0 to 1,700

~ On average, how many hours a week do your part-time employees work? **Md=25**

19. Please complete the following form profiling the types of employees in your organization.

Employee Category	Number of Employees	Average Annual Turnover	Anticipated Growth in # of Employees Needed	Anticipated Reduction in # of Employees Needed	Are You Actively Recruiting?	Average # of Weeks to Fill Vacancies
Clerical					Yes No	
Computer Support Staff					Yes No	
Sales Operations					Yes No	
Business/Management					Yes No	
Skilled Trades / Crafts					Yes No	
Unskilled Labor					Yes No	
Customer Service Staff					Yes No	
Advanced Professionals					Yes No	
Truck Drivers/Heavy Equipment Operators					Yes No	
Health Care						
Emergency Medical Services					Yes No	
Health Information					Yes No	
Imaging Technology Technicians					Yes No	
Surgical Technician					Yes No	
Pharmacy Services					Yes No	
Physical Therapy					Yes No	
Speech Therapist					Yes No	
Respiratory Therapy					Yes No	
Physicians					Yes No	
Physician Assistant					Yes No	
Dietician/Nutritionist					Yes No	
Social Worker					Yes No	
Nursing						
Nurse Practitioner					Yes No	
RN					Yes No	
LPN					Yes No	
CNA					Yes No	

THANK YOU FOR YOUR OPINIONS!

Return your completed questionnaire by **Friday, June 3**, in the postage-paid envelope provided.